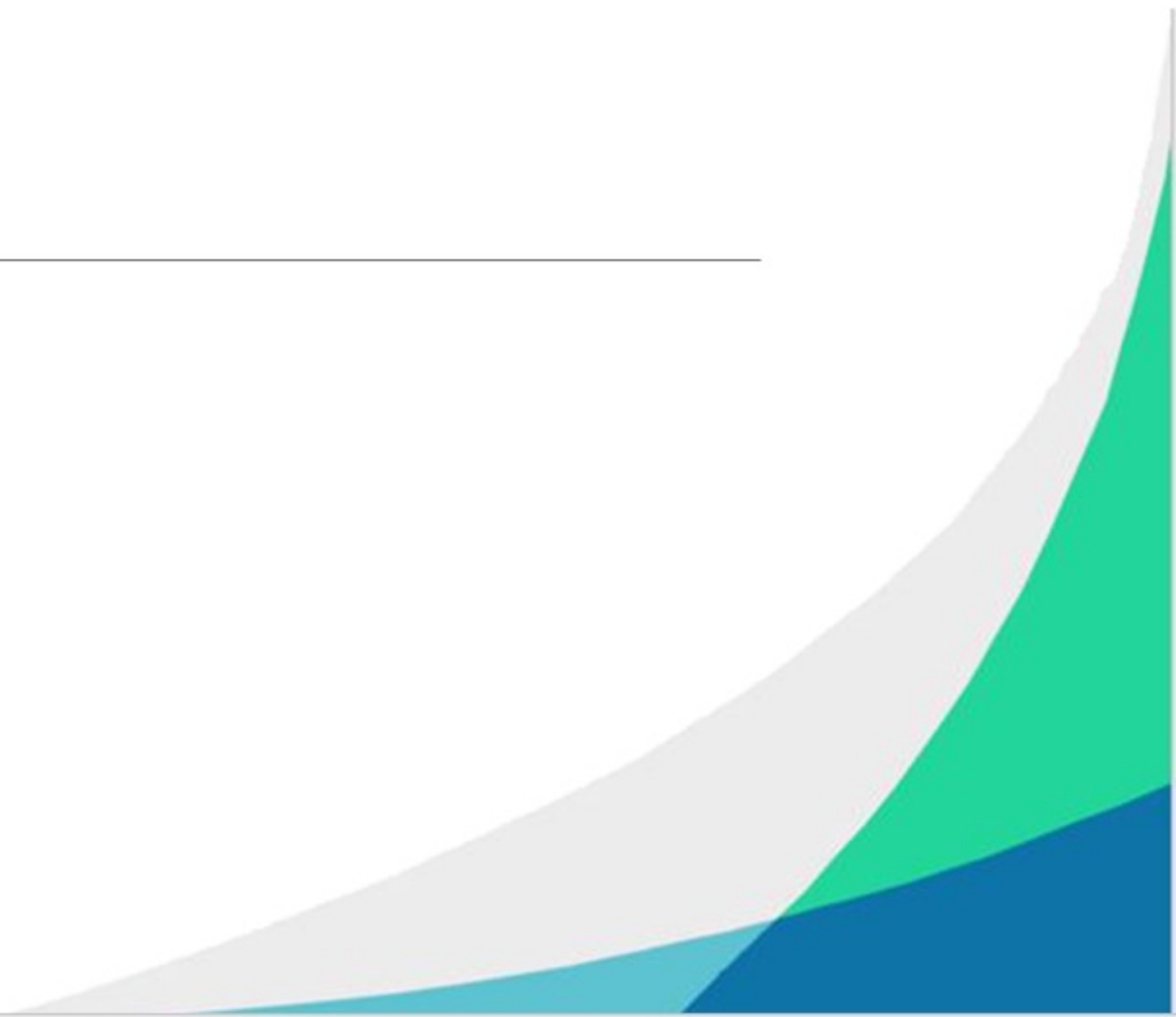




Staff Welfare



Objectives

At the end of this course, participants should be able to:

- Explain what HR best practices are;
- Identify welfare services that could be offered to staff;
- Mention some ways of retaining staff in an organisation;
- Make some relationship between welfare, staff motivation and performance.

Approach

- Best HR Practices
- Group Discussions
- Staff Welfare
- Questions and Answers
- Close

Group Discussion

- Employees in some organisations are happy to stick with the organisation, while others look for a change. Why?
- Enumerate your points as you discuss.

Best HR Practices

Some organizations take good care of their employees by:

- Providing a working environment that helps them retain their identity;
- Allowing employees to prove themselves and grow along with the organization;
- Creating a highly satisfied and motivated work force;
- Encouraging the growth of the organization as employees play a major role in the well-being of an organization through healthy HR practices.

Work Environment

A safe and happy workplace:

- Makes the employees feel good about being there;
- Provides the security that gives employees the motivation and incentive to stay - employees are important;
- Carries out internal surveys to find out whether employees are satisfied and if not, what they think needs to be changed.

Open Management

- Employees don't like the feeling of being kept in the dark about what is happening in the organization;
- Management should be open about policies, services, clients, goals and objectives;
- Openness encourages participative management;
- Openness about everything will help build trust and motivate employees;
- Ask employees for ideas on how to improve to get their creative juices flowing.

Performance Incentives

- A pat on the back, bonuses or giving some other compensation for a job well done is well appreciated;
- Incentives should be implemented at the individual as well as the team level;
- Incentives can also help identify people who can perform well as leaders at higher levels in the organization.

Organizations that struggle to keep up with the attrition rate are mostly those that think employees are 'just' doing their jobs.

Staff Welfare

‘Staff spend at least half their waking time at work or in getting to it or leaving it. They know they contribute to the organisation when they are reasonably free from worry, and they feel perhaps inarticulately, that when they are in trouble they are due to get something back from the organisation’ – Martin (1967)

Staff Welfare Services

- Employers provide welfare services or facilities to their employees not only on humanitarian bases but also because it makes good ‘business sense’;
- External health, family, money and other worries can adversely affect employees’ performances;
- In the employer’s interest to assist in addressing these problems.

Reasons for Welfare Services

Welfare services are provided by employers either as a result of genuine concern for the:

- Organisational benefits of good welfare
- Legal requirements
- Demands of labour unions

Legal Welfare Provisions

The legal welfare provisions:

- Are the minimum legal welfare services required of an employer are stipulated in the Factories Act (Sections 40-44);
- Include the supply of good drinking water, washing facilities, provision of cloak rooms, and medical and canteen facilities.

Economic Welfare

Some examples:

- Salary advances to relieve financial problems. Labour Act allows the employers to:
 - Make a salary advance of not more than one month's pay;
 - Deduct such an advance over a period;
 - Not grant a second advance until the first one is fully repaid.
- Bursaries – educational assistance or tuition aid.
- Death in service benefits.
- Personal accident insurance – covering accidents either at work or elsewhere:
 - Subsidised meals or vouchers
- Cooperative Societies

Provision of Transport

- Provision of transport to and from work may be classified as an economic welfare service’.
- The Labour Act 1974 (S. 14) makes it obligatory for the employer to provide free transport or an allowance in lieu where the worker is required to travel 16 km or more from his place of work to another work site.
- The Factories Act imposes a duty on the employer to ensure that the vehicle or vessel provided for the transportation of workers is suitable, in good sanitary condition and not over-crowded.
- Some employers provide vouchers to subsidise car fuel costs.

Social Welfare

- These are provided for social and humanitarian purposes.
- A cost to the employer and a benefit to the worker, for example:
 - Provision of medical services to staff and family;
 - Legal Aid as a Social Welfare is a service rendered by granting legal aid to employees in need other than for criminal offences;
 - Counselling – private counselling on workers' private and domestic affairs is a service given to workers freely by the management;
 - Recreational facilities such as sporting or musical facilities and clubs.



Questions, Comments, Observations

THANK YOU

